

## East Dunbartonshire Council: Community Support Team Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 January 2025

**Service provided by:**  
East Dunbartonshire Council

**Service provider number:**  
SP2003003380

**Service no:**  
CS2012308199

## About the service

East Dunbartonshire Council Community Support Team provides a support service to children and their families who are normally resident within the local authority area.

The aims of the service include to provide a support service which improves the outcomes for children, young people and families within the principles of Getting it right for every child and to help children meet their potential in a safe and healthy environment. The service also aims to work with families and other professionals to make positive change, using early intervention.

The community support team offers flexible support seven days per week, and provides care to up to 100 children, young people and their families. The service operates with a team manager, a service organiser, and a team of frontline staff made up of social work assistants and family support workers.

## About the inspection

This was an unannounced inspection which took place on 22 January between 13:00 and 18:30 and 23 January 2025 between 11:00 and 16:45. This inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluations we:

- spoke to family members using the service
- spoke with 10 members of staff and the management team
- spoke with four stakeholders from social services and children's services
- reviewed key documents.

## Key messages

- Families received highly individualised and flexible support which promoted their safety and wellbeing.
- Staff prioritised meaningful relationships with families which were underpinned by staff's understanding of trauma, rights-based practice and The Promise.
- Leaders were highly knowledgeable about aspects of the service which were working well and areas they would like to continue to develop.
- Staffing arrangements were closely reviewed and ensured families had access to consistent support which met their needs.
- There were clear care planning processes in place which the service was currently reviewing, in order to strengthen and improve existing good practice.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our leadership?	6 - Excellent
How good is our staff team?	6 - Excellent
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for children, young people and their families.

Feedback from stakeholders and families indicated that people using the service felt safe and were happy with the support they received from the service. All staff had a competent understanding of child protection, adult protection and whistleblowing procedures. This meant that staff were able to respond timeously and appropriately to indicators of concern.

Staff understood their role in supporting children and families to access all services. This included social services, education, health, specialist services and community resources. We found that staff ensured information was shared with the right people, at the right time, which supported people's wellbeing and recovery.

Children, young people and their families were, where possible, fully involved in making decisions about their physical and emotional wellbeing. People were supported to access the correct support or services to promote their wellbeing. This included the service's own fun days, a food library and a clothing exchange, as well as supporting families with healthy eating and cooking.

The service employed creative approaches to promoting and supporting choice. This included reflecting people's views in care planning documents, seeking formal feedback from families, as well as monthly planned cuppa and a chat family events. Families were also fully involved in planning the decoration of the service's family rooms.

Staff had a good understanding of rights-based practice and The Promise including their role in promoting the voice of families, promoting family relationships and implementing family supports. This included home visits, supporting family time, individual therapeutic work with young people such as Lego therapy, and supporting parents to access parenting programmes and supports.

Stakeholders commented that the team was "proactive", "person-centred, creative and flexible" and that they "create bespoke supports" for families. Another stakeholder commented that staff were "kind, compassionate, respectful and person-centred".

## How good is our leadership?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for children, young people and their families.

There was ongoing evaluation of children, young people and families' experiences to ensure that people using the service were provided with the right care and support to meet their outcomes. This included a comprehensive referral system which carefully considered the type of work, matching the right worker and considering the views of the family. Families commented that the support they received was flexible and responsive to their own changing needs. This included support being stopped, paused or extended, as required.

The management team had comprehensive quality assurance systems in place which included all aspects of service delivery. We saw evidence of leaders empowering others to become involved in quality assurance systems and activities. The staff team was responsible for their own delegated duties, such as identifying staff to specialise in parenting programmes. The service's improvement plan was ongoing, dynamic and responsive and detailed the future direction of the service. Research and good practice documents were being used to inform improvement planning. The service managed improvement well, by devising test for change documents to benchmark measurable outcomes.

People using the service were supported to understand the standards they should expect from their support, and were involved in evaluating the quality of the service provided. The service used joint working agreements, feedback forms and had ongoing discussions with families. This information was used to help improve the service and meant that people using the service were the primary drivers for change. Leaders at all levels were highly knowledgeable about aspects of the service which were working well and aspects which they wished to continue to develop.

### How good is our staff team?

### 6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for children, young people and their families.

Staffing arrangements were subject to continuous assessment and the leadership team sought feedback from families, staff and key stakeholders. This meant families were matched with the right staff, that support was consistent, and it was provided at the times it was needed. One stakeholder commented that "[the team] vary in age, gender, and experience, and all come from different disciplines meaning there is a good mix of experience when considering allocating families to the right worker".

We saw that staff retention was good which supported families having access to consistent staff support. All staff spoke about the importance of relational-based practice, and a full family approach, underpinned by trust, empathy and an understanding of trauma. We found this led to respectful relationships, continuity of care and clear communication with families. One family member commented that they "can't praise them [staff] enough ... absolutely fantastic".

We found that for some families who required additional support, smaller teams were devised. This ensured that the right number of staff, with the right skills, were working at the right times, to support families. Staff engaged families in meaningful conversations, and these were informed by specialist training and resources. We found that staff were responsive in their approach. One family member commented that staff were "really accommodating and flexible."

Safe recruitment and comprehensive induction processes were in place. The team had ongoing access to development opportunities including specialist training, team meetings and supervision to ensure that the team remained skilled. There were good working relationships within the team including clear communication between families, staff and stakeholders. This included daily records, assessments, review meetings and progress reports. This meant there were ongoing opportunities for staff to review and consider how best to improve outcomes for families.

## How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for families, and there were few areas for improvement.

All families who used the service had care planning documents in place. Families were involved in developing and contributing to these plans. This meant that families were involved in decisions about their support. Risk assessments were in place, when required. These were clear, and supported families to stay safe.

Care planning documents were varied depending on the type of support the family received from the service. Care plans were clear and included multi-disciplinary professional involvement, including accessing specialist services. Plans reflected up-to-date good practice guidance, and were regularly reviewed, and updated, in line with legislation.

We found that some care planning documents could be SMART-er (specific, measurable, achievable, relevant, timebound). It was pleasing to see that the service was in the process of reviewing all paperwork as part of the service's improvement plan. We look forward to seeing the impact of this at future inspections.

Staff had a very good understanding of care planning processes and supported families to navigate these. Supporting legal documentation was in place which protected and upheld children's rights. Where restrictions were in place as part of a legal order, staff supported families to understand this, as well as supporting families to comply with relevant conditions. This meant families' involvement and participation was fully supported by the service.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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